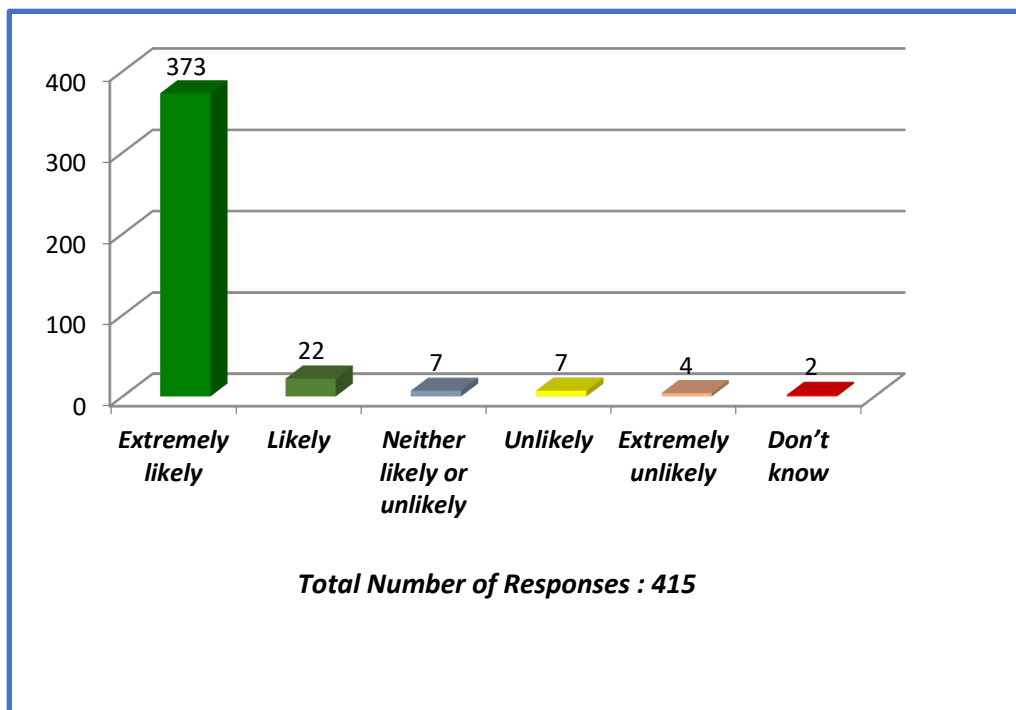


Simmondley Medical Practice

Friends and Family Test – Results Nov 2022 – Jan 2023

How likely are you to recommend our GP practice to friends and family, if they needed similar care or treatment?



Here is what our patients say;

“Very prompt lovely staff”

“Overall service is exceptional; the only negative is that appointments are never on time. I’ve been with my practice for 30 years and never had 1 on time. This is an issue if you are coming using your lunch break and need to get back to work”

“Online booking was very easy. I was running late to my appointment, but I rang up and was advised just to drop in anyway. Staff lovely and helpful. Credit to the surgery”

"The nurse was warm, welcoming, and informative."

"Very good time keeping, very friendly staff"

"Minimal waiting time. GP listened to me, examined me, and reassured me."

"Arrived, greeted pleasantly, didn't wait, was seen, receive kind treatment, left. All on time, no waiting about. Couldn't ask for better."

"My appointment was 25 minutes later than the time I got give but the staff were lovely & helpful"

"Short wait and issue delt with swiftly."

"Very good all staff very pleasant doctor excellent"

"I felt that I got person centred care and all options of what care plan going forward was explained to me with regards to tests and follow up appointments"

"I have been a patient at Simmondley for over 40 years and their service from all the team is first class and consistent."

"Professional and kind."

"The nurse was lovely, very accommodating, felt very comfortable"

"Efficient and knowledgeable with a planned follow up."

"We are so lucky to have Simmondley Medical Practice on our doorstep. The attention we receive is first class everyone who works there is courteous and helpful. Also, the best doctor we could wish for."

"People were on time and helpful"

"Got appointment same day. Didn't have to wait long before being seen staff very friendly"

"Excellent service as usual, only very minor issue was the practice nurse said that the receptionist should have booked a longer appointment as I was having two procedures"

"Easy to book and nurse was very friendly."

"No waiting. Listened to everything I said."

"Appointment was only for Flu vaccination. I queried my health check status re Asthma check etc plus blood tests. Nurse very helpful in checking records etc for my BP measurements I had sent via Acurx also took blood samples whilst booking next appt."

"Really friendly and professional"

"A satisfactory appointment with a clear understandable outcome."

Professional approach from reception and doctor."

"The doctor listened, checked out the problem and I felt confident in his conclusion and medication prescribed. "

"Dr was very thorough with tests and examination also asked lots of question to find out what was causing my pain."

"The doctor I saw was excellent he was lovely to talk to"

"Yeah, the doctor was ever politely explaining in detail about my problem, so glad I booked an appointment."

"Very friendly staff that make you feel safe and welcome"

"The surgery is very friendly and well-run appointments are always available we are very lucky to be in this catchment area"

"I was seen straight away. The staff are very friendly."

"On time and very efficient"

"Quick, prompt service and friendly and professional staff. Thanks all X"

"Arrived early and seen almost immediately"

"I was seen at my allotted time and the staff were efficient, friendly and helpful when asked a question."

"Very quick and effective service with friendly staff. Thank you"

"Very good service friendly staff providing a great service."

"Straight in and back out within minutes"

"Timely, efficient friendly service"

"My appointment was on time and the staff were friendly and efficient."

"Helpful, friendly & punctual from entering to leaving"

"Very quick; No delays; Friendly; Efficient"

"Happy efficient service"

"Fantastically well organised and efficient"

"Didn't have to waiting at all. Extremely friendly and caring"

"Kind, professional care. Thank you."

"First class GP service. All the staff very helpful, and go out of their way to assist you, with any queries. Additionally, the phones are answered promptly, and no issues with obtaining an appointment."

"Quick response when requesting appointment. Appointment made for next day. No delay in blood test appointment. Nurse lovely very friendly and professional. All reception staff really nice too."

"Because all staff are helpful and pleasant."

"On time, friendly and efficient. Nurse answered my question clearly"

"Doctor always lovely and doesn't rush the appointment"

"Nurse was amazing explained everything to myself, calm environment and fab with my daughter who came in for her jabs."

"Got seen on time and the lady/nurse who I had my appointment with was lovely and gentle when taking my bloods only thing was, I didn't get a sticker for being brave?"

"Prompt, professional, good listening, great explaining."

"Extremely thorough, friendly with clear explanation"

"Friendly efficient staff"

"My experience was efficient, and the staff were friendly."

***"Rang in the morning for an urgent appointment, seen a couple of hours later by Dr
Very good service"***

"Attentive doctor who spent time understanding and deciding on treatment."

***"Always receive a cheerful welcome and everything is explained at a level of my
understanding"***

***"Sent an online consult and got a reply very quickly with an appointment time. Super-
efficient"***

"The doctor was very helpful, and the staff are very helpful and friendly as well"

"Friendly staff and appointment time kept to"

***"All the staff were extremely kind and supportive of my baby and I. We were made to
feel as comfortable as possible, and the communication/information given throughout
the appointment was excellent."***

"Seen promptly. Treated well."

"Fantastic and well organised with great service"

"Staff are always friendly and helpful great service as always"

"Very attentive doctor- listened, lengthy appointment."

"Clinicians and staff very helpful and friendly, keep me informed at all times"

"A very thorough examination and advice from the doctor. Pleasant & friendly manner."

"Listened carefully to my concerns. Was very thorough."

***"Quick answer to the phone. Easy to book an appointment and a successful and
pleasurable appointment with the Doctor."***

"Good medical advice"

"Seen quickly by friendly nurse."

"Very fast to get in, the doctor listened, and we have a plan going forward."

"Because the service was very good"

"Always first-class service"

"Nurse was very assuring even though she couldn't finish the procedure"

"Great personalised care"

"Prompt appointment and pleasant staff"

"You are treated really well from all the staff"

"Felt very listened to by nurse and was given helpful advice"

"Simmondley medical practice is the best, the staff are friendly and very professional."

***"Got a face-to-face appointment the day after I rang. Doctor very clear and listened.
Problem with prescription which was solved efficiently by reception staff."***

"Fast efficient no fuss"

"Staff always polite."

"Always there to help great service "

"Able to get an appointment for the same day, even though it was an afternoon appointment. Seen by a Locum GP, however, he was very pleasant, competent and a good listener. Very satisfactory and positive outcome to consultation."

"Friendly, efficient and relaxed. No rush and sorted out questions asked with no problem."

"As always, the nurse practitioner had time to listen, and I left very happy with her treatment and suggestions. Thank you."

"Very thorough and caring service from all involved"

"Helpful and supportive as always. Thankyou."

"Fast appointment booking, seen on time and the doctor was good, what more could I ask for"

"Managed to book an appointment with doctor on same morning as initial enquiry. Dr took time and gave me a thorough check, prescribed a course of antibiotics which I then was able to collect immediately from the local chemist"

"Easy and quick to book a convenient appointment. Easy blood test with a knowledgeable and helpful nurse who also cleared up an outstanding query on my record. Practice was clean, appointment on time."

"Doctor listened to my symptoms, did necessary physical assessment and prescribed accordingly."

"Great receptionist, quick reply from Dr. Excellent surgery"

"Fast response, reassuring advice from doctor."

"Everything went according to plan"

"Lots of information, was seen very quickly, receptionist was lovely."

"You look after my health."

"I always receive good service from Simmondley doctors."

"... friendly and helpful staff, good service, prompt and efficient."

"Words fail me – I cannot think of the right/enough good words of praise to use. It is unbelievable that after phoning in this morning, within less than 1 ½ hours I had been given an appointment, seen the doctor, been to the pharmacy and was already beginning my course of treatment. Thank you all SO MUCH"

"Very helpful and informative"

"I was listened to, and questions asked."

***"I was seen very quickly, and the lady I saw was so nice.
Have a merry Christmas!"***

"Appointment was on time with paramedic, thorough examination, good advice received but need to wait for prescription"

"The doctor was very helpful"

"Always good service and always very friendly staff"

"Requested a consultation, received one in an hour's time, was seen with compassion and understanding, was prescribed medication, collected medication from local pharmacy within 10 minutes of consultation, began course of meds. All within 90 minutes!!"

"I was able to get an appointment quickly and the Dr was professional and efficient"

"Because the nurse is always very helpful and is concerned that you know there are there for you x"

"Efficient and courteous response from the staff and excellent advice from the doctor"

"Perfect thank you for seeing me early. Have a wonderful Christmas"

"All smooth, efficient, professional, and pleasant"

"Easy to get an appointment on the day, and once I arrived, I didn't have to wait long to be seen. Lovely staff and fabulous service as always. Feel so lucky to have such a good practice in Simmondley"

"My condition was explained, and I felt reassured"

"Appointment was appropriate. Good chat with doctor. Simple digital prescription what more could I want"

"Very good service from staff and Doctors Best surgery in Glossop in my opinion"

"Appointment on time, friendly staff and doctor very clear with her diagnosis"

"The receptionists we're friendly. The Doctor was very reassuring."

"Attention to detail and a caring attitude."

"I was very happy to see a doctor on the same day as I phoned up"

"I am a deaf person all staff & nurses very helpful & staff take their time for me to book an appt. I am very comfortable with them all. Always clean & spotless & smiling staff."

"Satisfied with the way I was diagnosed and treated"

"Originally, I was going to have a tele. appointment the receptionist advised I see the doctor, she fitted me in on the day and after the appointment I had to book a blood test which the receptionist did for the same afternoon, brilliant thank you"

"The GP was very empathetic. Much appreciated."

"Receptionist were very helpful also. Thank you, Simmondley Medical Practice"

"Quick and friendly"

"Dr was attentive and listened and made helpful recommendations"

"I didn't have long to wait. That's good. I saw the nurse who as always got a smile. Thanks."

"So efficient and caring. I feel very lucky to have this practice as my family doctors."

"Cause it was good and very caring"

"Staff very friendly and supportive. Appointment on time."

"All staff seem very friendly and extremely helpful"

"Prompt, an outcome/plan was put in place and doctor was lovely"

"The practice nurse is always professional, helpful, knowledgeable & her friendly manner makes any visit a pleasure."

"They were able to give me an appointment the same day due to there being a cancellation and GP her thorough."

"Quick appointment time given on same day as booking, doctor rang on time and gave telephone consultation. Very straightforward. Friendly efficient staff"

"Got the information I required"

"The doctor checked things out in depth and explained via diagrams on the computer what the issue was. Felt listened to and dealt with excellently."

"Always good service at Simmondley Medical Practice would recommend them to everyone"

"Didn't have to wait long and the nurse was very helpful."

"Was friendly and didn't have to wait too long"

"Didn't wait too long. Clinician was very pleasant, listened, put me at ease and actioned appropriate treatment."

"Staff undertaking procedure are more than capable and undertake their job in a manner that puts patients at ease."

"Punctuality; Information; Manners"

"Service is always very pleasant helpful"

"The staff are very helpful and understanding and very supporting as well"

"Nurse was excellent"

"A very speedy appointment and excellent treatment. Follow up appointment also very quick."

"I was seen more or less on time and had a thorough check up with everything clearly explained."

"Very friendly team. The GP listened and was attentive."

"Wonderful Doctor, beautiful bedside manner. Took our concerns on board, gave great advice regarding our daughter's feet. Thank you"

- "1) Same day consultation,***
- 2) Easy parking,***
- 3) Friendly receptionist,***
- 4) Seen on time,***
- 5) Clear and helpful assistance from the GP."***

"Always a first class service, from staff whom really care."

***"Reception team always listen and try to get you an appt when urgent thank you!
Doctor was great thank you"***

"Timely appointment. Competent practitioner. Friendly service. Fast test results made available."

"Excellent professional and timely"

"Felt like the doctor listened and checked me over with my issues"

"The Nurse I saw was efficient and did all the tests and explained everything to me."

"Adequate examination and history taking. Happy with investigations arranged"

"More or less on time doctor very informative"

"I said very good because from the moment I arrived the staff was very polite, and even though I arrived a little early, within a few minutes I was called by the nurse to give blood, who again was very polite and made me feel relaxed, job done."

"Available appt when I really needed one, understanding GP"

"Very efficient, polite and professional service."

"Friendly staff and always there to help"

"On time; Very friendly nurse; No problem"

***"It was very easy to understand what was needed, and the lady I saw was very nice.
Thank you to all at the doctors!"***

"Seen promptly, all questions answered"

"Got an appointment quickly and the doctor was very thorough . Happy that everything went smoothly"

"I felt listened to and understood and not rushed."

"Prompt and efficient service from GP and Staff"

"Everybody at the practice is polite"

"I was quickly reassured about my symptoms and not made to feel like I was wasting the GPS time. Follow up tests ordered to rule out anything further."

"Rang surgery at 8am got through right away the receptionist ask me a few questions and made an appointment for the same morning with the paramedic who dealt with me in a professional and friendly way. Left the surgery feeling positive"

"All staff very helpful, clear explanations, reassured, advice given."

"Because the experience was fine "

"Everyone at this practice is always very helpful, totally focused on patient care, I highly recommended this practice."

"Helpful courteous friendly and informative."

"Friendly and efficient reception. Doctor was welcoming and quick to diagnose and offer treatment."

"Dr was lovely very understanding thank you"

"Offered an urgent appointment on the same day. Dr spent time giving me lots of information about a new condition that I have been diagnosed with."

"Prompt, professional service. Accessibility to hours that suit working people, it being a Friday night having bloods done. Excellent service, thank you!"

"Great service as always"

"Great surgery and always pleasant and thorough. "

"On time, everything perfect."

"Excellent staff, GP, nurses. So relax when I arrived."

"Appointment was on time and staff are lovely and helpful."

"I have always received respectfully attention, from the doctor and staff."

"Efficient, helpful and pleasant service"

"Always polite and friendly and put you at ease"

"I always get the best help and support from Simmondley medical practice."

"Excellent service on time"

"Good service, the NHS professional I saw was very understanding and gave me full support"

"The GP was very attentive and thorough, she really listened to my son and was very caring in her approach. We did have to wait 20 minutes for our appointment, but I know how busy GPs are."

"Prompt friendly Doctor. Diagnosis clearly given and explained."

"It's always easy to book an appointment and the doctors are good."

"Friendly service and informative."

"Dr was very informative and caring"

"Speedy service and knowledgeable staff"

"Made me feel comfortable and really helpful"

"Punctual and comprehensive treatment with good feedback."

"The practice nurse was friendly, professional and had a sense of humour."

"Reception always answers the phone, it is easy to get an appointment and the staff are lovely. "

"Friendly, helpful nurse. Appointment on time."

"Got an appointment within 2 hours of calling, problem dealt with quickly and efficiently."

"Seen at appointed time and very happy with the results of my consultation"

"Appointment was on time very pleasant nurse"

"Very concerned about my health sorted out my medication. And helped with a problem I have now."

"I had all my questions answered and I was listened to without being rushed."

"All of the staff are lovely. The nurse was brilliant and put me at my ease."

"I was seen at the time specified on my appointment."

"Pleasant and competent staff, seen on time"

"It was a Friday when I phoned for appointment and I got in at Howard Street, got there didn't have to wait long lovely lady GP who listened what more could I ask."

"From making appointment to being. Seen was quick and the Nurse I saw was lovely"

"Got appointment same day, staff helpful."

"Easy to make appointments, friendly local staff"

"The service was excellent as always from Simmondley medical centre"

"Got good information from pleasant staff."

"The waiting room was quiet. My appointment was timely. I was happy with my GP Consultation and follow up plan"

"On time and very caring"

"Had blood taken. Nurse took time to explain results of previous recent blood tests taken at the hospital. Felt reassured after visit."

"I got an appointment the same day. Saw the doctor on time and I felt the doctor listened to my problem and advised how to go forward as I have had this problem over ten months."

"The treatment I got was excellent. Thorough and organised more tests arranged and gave me good advice"

"Prompt and thorough. As usual very cheerful and friendly"

"Was seen by GP face to face having only booked 2 hours before hand. Excellent service"

"Quick appointment, pleasant consultation, and action. Faultless."

"Excellent friendly service. Appointment was 9.10. Seen on time. Provided with full explanation of what bloods were being taken and why."

"This is why I have been with them for 30 years +. Thank you again"

"A very professional and efficient service from everyone involved. Many thanks."